

Missouri Pharmacy Technician Informational Guide (2025)



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The Missouri Pharmacy Technician Informational Guide is provided for informational purposes only. The Informational Guide does not constitute a comprehensive review of all governing law or controlled substance requirements. To ensure compliance, registrants should thoroughly review Chapter 338, RSMo, 20 CSR 2220 and all applicable state and federal laws. The Informational Guide does not constitute a rule statement of general applicability or binding law. In the event of a conflict or inconsistency, duly promulgated or enacted state or federal law shall control. The Board expressly reserves the right to revise the contents as deemed appropriate or necessary. Questions regarding this document may be addressed to the Board office.

What Is A “Pharmacy Technician”?

All pharmacy technicians must have a current and active Missouri pharmacy technician registration. Missouri law defines a pharmacy technician as any person who assists a pharmacist in the practice of pharmacy, including anyone who assists a pharmacist with routine functions related to receiving, preparing, compounding, distributing or dispensing medication. This would include:

- Administering vaccines/medication;
- Accepting written prescriptions;
- Accepting or recording telephone prescriptions;
- Data entry into the pharmacy’s prescription records;
- Counting, pouring, preparing or compounding medication;
- Accepting or clarifying prescription information with a prescriber;
- Labeling prescription containers; and
- Stocking or restocking drug inventory.

A pharmacy technician registration is also required if you will have independent access to prescription drugs on a routine basis. Your Pharmacist-in-Charge (PIC) is responsible for determining if you need to be registered based on your specific activities. Talk with your PIC if you have questions.

The above list includes some of the most common examples and is not complete. A pharmacy technician registration may still be required even if you perform activities that are not listed above. Except as otherwise allowed by law, pharmacy technicians **MUST** be under the direct supervision of a pharmacist at all times.

How Do I Become Registered?

To obtain a Missouri pharmacy technician registration, you must:

- Submit a pharmacy technician application to the Board with the application fee. Applications can be submitted via the MOPRO online licensing portal: <https://mopro.mo.gov/license/s/>
- Submit/Upload a 2” x 2” photo (*Photos can be uploaded with your MOPRO application. Uploaded photos will be printed on your pharmacy technician registration issued by the Board. Inappropriate pictures may be rejected*).
- Complete a criminal background check by getting fingerprinted at a Board approved fingerprint vendor. Visit the Missouri Automated Criminal History System (MACHS) to schedule a fingerprinting appointment and find a fingerprint location near you: <https://www.machs.mo.gov/MACHSFP/home.html>. Authorized fingerprint locations are available throughout the continental United States. Detailed fingerprint instructions and related privacy notices are available on the Board’s website: <https://pr.mo.gov/boards/pharmacy/FP%20Instructions.pdf> (*A fingerprint fee must be paid to the Board approved vendor. This fingerprint fee is paid directly to the vendor and is different from your pharmacy technician application fee*).

Application status can be checked in [MOPRO](#). Once approved, your physical pharmacy technician registration must either be posted in the pharmacy or maintained in a central location on the pharmacy’s premises approved by your PIC/pharmacy (e.g., in a central binder/cabinet). A 2” x 2” photo must be attached to your registration if your picture is not printed on your official Board registration. [20 CSR 2220-2.010(1)(L)] Technician registrations must be immediately retrievable during an inspection or available to the public if requested.

What if I work at more than one pharmacy (“floaters”)? Your official Board-issued registration should be maintained at the pharmacy you consider to be your main or primary work location. MOPRO allows you to print an exact duplicate of your hardcopy license via the MOPRO portal. An official MOPRO license copy can also be posted/maintained at your main work location if you do not have your original registration (“blue license”).

For other locations, Missouri law requires that you have proof of registration in your possession when assisting at another location outside of your main/primary work site. Technicians can use an official MOPRO license copy printout, official pharmacy technician wallet card, or a printout out of an [online verification](#) from the Board’s website (must be in your possession when working).

Visit the Board’s [website](#) to sign up for the Board’s e-alerts to be notified of license and regulatory updates and upcoming webinar dates.

Do I Need To Be Certified?

Pharmacy technician certification is not required to be registered as a Missouri pharmacy technician. However, your employer may require that you become certified (“CPhT”). Technician certification is handled by private entities and not the Board. The Board cannot provide information on obtaining or renewing your pharmacy technician certification.

Although certification is not required to be issued a Missouri technician registration, pharmacy technician certification is required for pharmacy technicians who are:

1. Administering medication by prescription order [see [20 CSR 2220-6.040](#)]*
2. Administering vaccines [see [20 CSR 2220-6.050](#)] *
3. Assisting at a Class R Remote Dispensing Site pharmacy when the pharmacist is not present/supervising [see [20 CSR 2220-2.680](#)] *,
4. Assisting at a Class Q Charitable Pharmacy [see [20 CSR 2220-2.685](#)], or
5. Performing technology-assisted product verification under the supervision of a pharmacist [see [20 CSR 2220-2.012](#)]*.

** Activities may only be performed if approved by a pharmacist. Additional training requirements apply.*

Pharmacy technicians performing the above activities must be certified by an entity that is accredited by the National Commission for Certifying Agencies (NCCA). As of June 2025, the Pharmacy Technician Certification Board (PTCB) and the National Healthcareer Association (NHA/ExCPT) are accredited by NCCA.

Once again, pharmacy technician certification is **NOT** required to be registered as a Missouri pharmacy technician. However, certification is required to perform the additional activities listed above.

When Can I Start Working?

You can begin working if:

- You've been fingerprinted by the Board's approved vendor and paid the fingerprint fee, and
- You've uploaded/submitted a completed Missouri technician application that includes your photo, application fee and a receipt showing that you've paid to be fingerprinted. Your fingerprint registration page is insufficient if it does not show your payment.

A copy of your application and fingerprint receipt must be kept at the pharmacy. Applications submitted via the MOPRO online portal can be downloaded directly from the portal: <https://mopro.mo.gov/license/s/>. A Board inspector will ask to see either your registration or a copy of your application when the pharmacy is inspected. Visit the Board's website for fingerprint instructions: <https://pr.mo.gov/pharmacists-forms.asp>

When Do I Renew My Registration?

Technician registrations are valid for one (1) year and expire annually on May 31st. Your registration must be renewed before May 31st of each year. Renewal information will be electronically sent to your e-mail address on record with the Board (make sure your e-mail address is current). You cannot continue working after May 31st if your registration has not been renewed.

Continuing education (CE) is not required to renew your Missouri pharmacy technician registration. However, certified pharmacy technicians should check with their certifying body to see if CE is required to renew your certification. Your certification is different from your Missouri registration issued by the Board. The Board does not have certification information and cannot answer certification questions.

What If My Registration Has Already Expired?

You must stop working immediately if your registration has expired. You cannot continue working until your license has been renewed or a new application has been submitted to the Board.

Name, Address & Employment Changes

- Address and employment changes must be submitted to the Board no later than fifteen (15) days after the change. [20 CSR 2220-2.010(1)(N); 20 CSR 2220-2.700(3)]. Changes can be submitted via the MOPRO online licensing portal at <https://mopro.mo.gov/license/s/>.
- An official Name Change application must be submitted to update the name on your registration along with legal documentation of the change (e.g., marriage certificate, court/divorce order). Name change applications and supporting documents can be uploaded via the [MOPRO](#) online licensing portal. Once received, your name will be officially changed in the Board records. A Duplicate License Request application should be submitted if you would like your technician registration to be reissued under the new name (fees will apply). *Note: Duplicate license applications can also be filed in [MOPRO](#), however, licensees can now download a free copy of their license from the [MOPRO](#) online licensing portal.*

Identification Badges

Pharmacy technicians must wear an identification badge or a similar identifying article that identifies the technician's name and title when practicing or assisting in the practice of pharmacy (e.g., "Jane Doe, Technician"). [20 CSR 2220-2.010(1)(L)1.] Your PIC or pharmacy will designate the types of ID badges/articles allowed and the approved name format (full name, first name and last initial, first name only). Reusable and hand-written badges are acceptable as well as embroidered clothing/articles, if authorized by the pharmacy (e.g., paper badges, smocks/jackets).

Your ID badge must include your registrant's name and title. Abbreviations may be used if the public can easily identify the individual's license/registration title (e.g., "technician", "tech"). Designations that the public may not be able to readily identify should not be used (e.g., CPhT, clerk). A patient should be able to readily identify when they are talking with a pharmacist and when they are talking with a pharmacy technician/intern pharmacist.

To ensure environmental quality, staff do not have to wear an ID badge/article while engaged in sterile compounding or in a controlled area as defined by 20 CSR 2220-2.200 (Sterile Compounding), unless otherwise determined by your PIC.

Authorized Technician Activities

Pharmacy technicians may assist a pharmacist in the practice of pharmacy as authorized by the supervising pharmacist and Missouri law. Rule 20 CSR 2220-2.715 generally outlines authorized pharmacy technician duties, however, your PIC and the pharmacy's policies and procedures will determine what activities are allowed at your specific practice setting.

The list below includes examples of allowed technician duties, if allowed by the pharmacist-in-charge/supervising pharmacist:

(This list is provided for informational purposes only and does not include all activities a technician may be allowed to perform. Except as otherwise provided by law, all activities must be performed under pharmacist supervision)

- Accepting written prescriptions
- Accepting or recording telephone prescriptions
- Clarifying prescription information with a prescriber
- Counting, pouring, preparing, compounding or reconstituting medication
- Data entry into the pharmacy's prescription records
- Dispensing/selling prescriptions that have been checked by a pharmacist
- Immunizing or administering medication***
- Labeling prescription containers
- Remote data entry***
- Stocking/restocking drug inventory
- Technology Assisted Final Product Verification***

*** Pharmacy technician certification and/or additional training is required.

Pharmacy technicians CANNOT perform any of the following activities (even if a pharmacist tells you to):

- Transferring, accepting, receiving, or providing transfer information for a controlled substance prescription (*this must be communicated between pharmacists*) [20 CSR 2220-2.120(1)(D)],
- Prospective drug utilization review required by 20 CSR 2220-2.195,
- Advising on therapeutic duplications, drug-disease contraindications, drug interactions, or drug allergy interactions,
- Recommending or advising patients on any prescription, non-prescription (OTC), or homeopathic medication,
- Patient counseling on medication or medical therapy (prescription or OTC). *See below for reading written materials;*
- Final verification of a prescription before dispensing, except as authorized by 20 CSR 2220-2.012 for technology assisted final product verification,^{***}
- Modifying medication therapy [20 CSR 2220-6.080], and
- Any other activity required by law or rule to be performed by a pharmacist or that requires a pharmacist's professional judgment. [See rule 20 CSR 2220-2.715]

^{***}Exceptions may apply for Class F: Renal Dialysis Pharmacies (20 CSR 2220-2.600), Class L Veterinary Pharmacies (20 CSR 2220-2.675, Class R: Remote Dispensing Site Pharmacies (20 CSR 2220-2.680), Class Q: Charitable Pharmacies, and Technology Assisted Prescription Verification (20 CSR 2220-2.012).

Compliance Notes:

1. If authorized by a pharmacist, a pharmacy technician may read directions or information **exactly** as printed on a prescription label, medication container, or other pharmacist approved written communication. Technicians must read **exactly** what is written by the pharmacist and cannot interpret or explain what a pharmacist means or otherwise counsel the patient. This allowance is not automatic. Once again, a pharmacist must give permission for pharmacy technicians to read written directions/instructions.
2. Pharmacy technicians can inform patients of available vaccine services, vaccine eligibility, or past patient vaccine dates, if authorized by a pharmacist. Talk with your PIC to determine what is allowed.
3. The Board has reviewed instances where pharmacy technicians were allowed to independently override drug utilization (DUR) alerts without consulting with a pharmacist. DUR requires a pharmacist's professional judgment; DUR alerts should be reviewed by a pharmacist and only cleared/overridden with a pharmacist's approval.

See the following statutes/rules for additional information on authorized technician activities:

- [Section 338.013](#), RSMo
- [20 CSR 2220-2.700](#) (General technician requirements)
- [20 CSR 2220-2.715](#) (Authorized Pharmacy Technician Duties)
- [20 CSR 2220-2.012](#) (Technology Assisted Prescription/Medication Order Verification (Intern Pharmacists and Pharmacy Technicians)
- [20 CSR 2220-2.600](#) (Class F: Renal Dialysis Pharmacies)
- [20 CSR 2220-2.650](#) (Class L: Veterinary Pharmacies)
- [20 CSR 2220-2.685](#) (Class Q Charitable Pharmacy)

- [20 CSR 2220-2.680](#) (Class R Remote Dispensing Site Pharmacies)
- [20 CSR 2220-2.710](#) (Pharmacy Technician & Intern Pharmacist Supervision)
- [20 CSR 2220-2.725](#) (Remote Data Entry)
- [20 CSR 2220-6.040](#) (Administering medication by prescription order)
- [20 CSR 2220-6.050](#) (Immunizing by protocol)
- [20 CSR 2220-6.055](#) (Non-Dispensing activities)

The Missouri Department of Health and Senior Services (DHSS) has jurisdiction over pharmacy technicians assisting with pharmacy services provided within the “licensed premises” of a Missouri hospital. DHSS rules may have additional requirements/allowances for pharmacy services under DHSS’ authority. Consult with your PIC about allowed hospital activities. *Note: The Board has jurisdiction over Class B Hospital pharmacies.*

“Technician-Check-Technician”: The Board’s rules do not currently allow technicians to check/verify the final product prepared or compounded by another technician (tech-check-tech) for pharmacy services under the Board’s jurisdiction. However, DHSS rule [19 CSR 30-20.100\(2\)](#) authorizes a pharmacy technician to authenticate medication selected by another pharmacy technician when a pharmacist is present, subject to conditions/restrictions identified in the rule. DHSS’ rule is applicable to hospital pharmacy services under DHSS’ jurisdiction. Class B pharmacies providing pharmacy services under the Board’s jurisdiction must comply with Board rules. *See “Technology assisted product verification” section below for pharmacy technician verification allowances under 20 CSR 2220-2.012 using qualifying technology.*

Allowed Activities When A Pharmacist is Absent

Pharmacy technicians CANNOT compound, fill, prepare, label, count, dispense/sell prescriptions or immunize/administer medication unless a pharmacist is physically present at the pharmacy.***

For all other activities, technicians must be under the direct supervision of a pharmacist who is either physically present on-site, or who is supervising technician activities using qualifying technology. Technicians CANNOT assist in pharmacy practice if a pharmacist is not present or supervising via technology, as required by the Board’s rules. This includes:

- Receiving/taking telephone prescription orders
- Data entry
- Stocking/restocking pharmacy inventory, or
- Selling, dispensing or distributing a prescription, even if the prescription has already been checked by a pharmacist. *(This list is not exhaustive)****

****Exceptions apply for Class F: Renal Dialysis Pharmacies ([20 CSR 2220-2.600](#)), Class L Veterinary Pharmacies ([20 CSR 2220-2.675](#), and Class R: Remote Dispensing Site Pharmacies ([20 CSR 2220-2.680](#))*

Your supervising pharmacist or pharmacist-in-charge may place additional restrictions on what you are allowed to do.

To assist patients who may be waiting, the Board has determined that a technician may accept a written prescription from the patient when a pharmacist is absent or not supervising via technology (e.g., the

patient physically hands a technician a written paper prescription). However, the written prescription cannot be filled, entered into the pharmacy's prescription records or dispensed/sold to the patient unless a pharmacist is present.

Immunizing/Administering Medication

Rules [20 CSR 2220-6.040](#) (Administration by Medical Prescription Order) and [20 CSR 2220-6.050](#) (Administration of Vaccines) allow a "qualified pharmacy technician" to administer medication by prescription order or administer a vaccine, if authorized/delegated by a pharmacist. A "qualified pharmacy technician" is defined as a Missouri registered pharmacy technician who:

1. Holds an active pharmacy technician certification issued by a certification entity accredited by the National Commission for Certifying Agencies (NCCA), and***
2. Has assisted in the practice of pharmacy as a registered or licensed pharmacy technician in Missouri or another U.S. state or territory for one (1) year, and
3. Has a current healthcare provider level CPR or Basic Life Support (BLS) certification from the American Heart Association, American Red Cross or an equivalent organization. Certificate programs must include an in-person skill assessment, and
4. Has an initial and, if applicable, annual documented assessment of competency in medication administration (for administering by prescription order) or vaccine administration (for immunizing under 20 CSR 2220-6.050).

**** Note: As of July 2025, the Pharmacy Technician Certification Board (PTCB) and the National Healthcareer Association (NHA/ExCPT) are accredited by NCCA.*

For administration by prescription order under 20 CSR 2220-6.040, pharmacy technicians must have also completed a qualifying medication administration and emergency procedures certificate program accredited by ACPE or an entity approved by the Board. For vaccine administration under 20 CSR 2220-6.050, technicians must complete an immunization certificate program that meets the requirements of a pharmacist immunization certificate program.

Pharmacy technicians must be supervised by a Missouri-licensed pharmacist who is **physically present** on-site when administering medication or vaccines and who has met the applicable administration/immunization requirements. [20 CSR 2220-6.040(9); 20 CSR 2220-6.050(1)(E)]. Pharmacy technicians do not have to file a Notification of Intent with the Board to administer medication/immunize, however, the supervising pharmacist must maintain proof of the required training at least two (2) years.

Make sure your pharmacy technician certification is still active if you are immunizing or administering medication. Your certification is different from your Board technician registration and must be renewed/updated with your certification organization (PTCB/NHA). Continuing education may be required by your certification entity.

Remote Data Entry

Rule 20 CSR 2220-2.725 allows pharmacy technicians to perform data entry activities for a Missouri-licensed pharmacy from a remote data entry site (e.g., at home or non-pharmacy facility). Talk with your pharmacist-in-charge about allowed remote data entry activities. Pharmacy technicians working at a remote data entry site must comply with the following items under rule [20 CSR 2220-2.725](#):

- Patient data and prescription information at a remote data entry site must be securely maintained to prevent unauthorized access to confidential information. Security breaches should be immediately reported to the pharmacy.
- Written prescriptions cannot be accepted at a remote data entry site (from the prescriber or a patient).
- Paper patient or prescription/medication records may not be generated, printed or maintained at a remote data entry site. This includes faxed prescriptions that will be printed at the remote site (fax to electronic prescriptions are allowed if the electronic prescription will not be printed at the remote data entry site).
- A pharmacist must be available to respond to technician questions whenever a remote data entry site is in operation. Additionally, a mechanism must be in place to allow technicians to communicate with the supervising pharmacist in real-time when needed. Technicians cannot perform remote data entry activities if a pharmacist is not available to assist/supervise, or if the required real-time communication mechanism is not working or available.

Technicians performing remote data entry from home or outside of the pharmacy, must make sure patient and any other confidential information are securely protected at all times. This includes protecting computer screens and other equipment to prevent unauthorized individuals from inadvertently viewing confidential information when walking by or in the area. When possible, the Board recommends that you work in a secure area/room that can be locked or, at a minimum, working in a low-traffic area (*pharmacy management may have other requirements*).

Remember, you are responsible for properly securing confidential information. Talk with pharmacy management if you have questions and immediately report any security breaches.

Technology Assisted Verification

Generally, only a pharmacist may verify a prescription/medication order before dispensing. However, a pharmacist may allow an “authorized pharmacy technician” to verify a final prescription/medication order for a non-controlled substance using a technology assisted verification system (TAVS). [20 CSR 2220-2.012] This activity must be approved and authorized by pharmacist. Pharmacy technicians may not use a TAVS to verify the final prescription without pharmacist approval under any circumstances.

An “authorized pharmacy technician” is defined as a currently registered Missouri pharmacy technician who:

1. Holds an active pharmacy technician certification issued by a certification entity accredited by the National Commission for Certifying Agencies;*
2. Has completed employer-approved training in technology assisted verification using the pharmacy’s approved TAVS; and
3. Has assisted in the practice of pharmacy as a registered/licensed pharmacy technician in the

state of Missouri or another U.S. state or territory for a minimum of one (1) year. [20 CSR 2220-2.012(1)(B)]

Rule 20 CSR 2220-2.012 identifies specific TAVS requirements. Talk with your PIC about specific TAVS requirements/allowances for your pharmacy:

- Pharmacy technicians can only use a TAVS to verify non-controlled substances; TAVS verification is not allowed for controlled substances.
- Authorized pharmacy technicians using a TAVS must be under the supervision of a Missouri-licensed pharmacist who is physically present within the dispensing area and able to provide immediate assistance;
- Authorized pharmacy technicians must be competent to perform the duties assigned and must have completed a documented initial and annual assessment of competency using the pharmacy's approved TAVS. Talk to your PIC if you have not had this training;
- A pharmacist must verify the accuracy of prescription/medication order data entry prior to dispensing and complete a prospective drug utilization review. The identity of the pharmacist verifying data entry must be recorded in the pharmacy's records as required by 20 CSR 2220-2.080;
- No manual manipulation of the prescription/medication order may occur after the TAV occurs (re-applying the label, adding/changing the medication, etc.). For purposes of 20 CSR 2220-2.012, manual intervention does not include preparing a finished prescription/medication order for mailing, delivery, or storage (e.g., bagging); and
- The identity of both the authorized pharmacy technician and the supervising pharmacist must be documented in the pharmacy's records. [20 CSR 2220-2.012(2)]

This list does not include all TAVS requirements; Additional compliance requirements apply that are not listed above. Consult with your PIC to make sure you are in compliance.

Patient Confidentiality

As a technician, you will handle a lot of confidential patient information. Both state and federal law prohibit a technician from disclosing, accessing, or using confidential patient information without a legitimate business purpose. This would include looking at a patient's medical information for personal use or discussing patient information outside of the pharmacy.

Talk with your pharmacist-in-charge for more information on what patient information is considered confidential. Improperly disclosing, accessing or using confidential information could result in discipline.

Be careful with pictures! The Board has reviewed instances where pictures were taken at a pharmacy with confidential patient information showing in the background or on a computer screen. This is a HIPAA violation and could result in discipline.

How You Can Help Prevent Medication Errors

Pharmacy technicians are a key part of providing safe health care. Medication errors cause unnecessary medical consequences. Under the supervision of a pharmacist, you can help ensure that the **right medication** is given to the **right patient**.

Talk with your pharmacist-in-charge about how you can help prevent medication errors. Here are a few suggestions from the Board:

- **When in doubt ask!** Whether you're a new technician or have been working for years, pharmacy terms and technology are constantly changing. If you have questions, can't read a prescriber's handwriting or are unsure about something, ask a pharmacist. **Don't assume....ask!**
- **Look Again!** Medication and patient names can easily sound or look alike. Don't just look at the color of the container or assume an item was placed on the shelf correctly. Read labels and names out loud. This simple step could prevent a mix-up.
- **Slow Down and Stay Focused.** The Board continues to see errors that were caused by technicians who were simply moving too quickly. Between phones, filling prescriptions, and talking to patients, a pharmacy can be a busy place. However, patients are counting on you. A mistake could have serious consequences! **Slow down, stay focused and be safe.**
- **Drug Alerts.** Some pharmacy computer systems will alert you if a medication may not be appropriate for a patient or if there are other medical concerns/questions (e.g., a drug interaction, duplicate therapy, drug allergy, excessive dose). These alerts should be brought to the attention of a pharmacist and can only be reviewed and cleared by a pharmacist.

To hear a patient's perspective on preventing medication errors, the Board encourages you to view the Christopher Jerry story online at http://www.youtube.com/watch?v=9jmULQ_m04o.

How You Can Help Prevent Prescription Fraud

Prescription fraud can lead to drug abuse and other illegal activity. As a pharmacy technician, you may be the first staff member to recognize a suspicious prescription. There are several types of fraudulent prescriptions:

- A forged prescription that is written on a stolen form or a prescription pad.
- A prescription that was legitimately issued but has been changed or altered. For example, the patient may increase the quantity from "15" to "150".
- A prescription that is fraudulently phoned into the pharmacy by someone pretending to be a physician or nurse or from a doctor's office.
- A fake prescription that a forger or drug seeker may have created and printed on their own.

If you suspect a fraudulent prescription, talk with a pharmacist. A few things to look for or ask:

- Does the prescription look unusual? Are the abbreviations, directions or other wording normal?
- Does the prescription make sense? A prescription with directions to refill "ASAP" should probably be questioned.
- Are the quantities or directions normal based on other prescriptions?
- Is the quantity unusually large? Does the quantity match the directions? A prescription authorizing a 30-day supply of 240 tablets with directions to take 4 tablets a day may be questionable.

- Does the prescription look like it's been erased, photocopied or whited-out? Dust or black dots may be evidence of a photocopy.
- Does the prescription have obvious misspellings or other errors? Is the doctor's name or the drug spelled correctly? (e.g., "dyeazepam")
- Have other patients presented similar prescriptions from the same prescriber or clinic within a short period of time?
- Is the prescriber located a significant distance away from Missouri? While a controlled substance prescription from Arkansas or Kansas may be normal in some areas, multiple prescriptions from Florida or New York within a short period of time should raise concerns.

What Should I Do If I Suspect Someone Is Acting Illegally?

Report your suspicions to the pharmacist-in-charge or pharmacy management. If you believe someone has violated pharmacy law, you may also file a complaint with the Board on the Board's website at:

<https://pr.mo.gov/pharmacists-file-a-complaint2.asp>

Please note, the Board can only address complaints involving violations of [§ 338.055](#), RSMo, and the Missouri Pharmacy Practice Act. The Board cannot resolve personnel issues that are unrelated to matters under the Board's jurisdiction.

Can My Registration Be Disciplined?

[Section 338.013](#), RSMo, authorizes the Board to take two different types of technician disciplinary actions: (1) placing a technician on the "Employment Disqualification List" or (2) issuing a "conditional registration."

Pharmacy technicians on the Employment Disqualification List, or "EDL", are prohibited from working as a technician in Missouri. Technicians issued a conditional registration are authorized to work subject to conditions established by the Board.

Section 338.055, RSMo, contains a detailed list of reasons for discipline. Technicians and new applicants should read the entire list. In the past, the Missouri Administrative Hearing Commission has found legal grounds for the Board to impose discipline under [§ 338.055](#), RSMo, for the following types of conduct:

*(This list is provided for informational purposes only
and is not a complete list of all conduct that could result in disciplinary action)*

- Violating pharmacy policies/procedures
- Dispensing without a valid prescription
- Dispensing medication that has not been verified by a pharmacist
- Criminal history
- Impairment/Illegal drug use
- Falsifying prescriptions/Altering a prescription without authorization
- Diverting medication
- Violating state/federal controlled substance laws
- Stealing/theft of merchandise, gift cards, food or other items
- Fraudulently/Intentionally discounting, returning, or crediting merchandise/items in violation of pharmacy policies
- Submitting a false license application, and
- Practicing without a license or registration

What is the Employee Disqualification List (EDL)?

The Board may place a technician or an applicant on the EDL if the technician has committed any act which constitutes grounds for discipline under [§ 338.055](#), RSMo. Technicians or new applicants on the EDL are prohibited from working as a technician in Missouri.

What Is A Conditional Registration?

Technicians issued a conditional registration are authorized to work subject to conditions established by the Board. Failure to follow the Board's conditions may result in additional discipline, including, but not limited to, being placed on the EDL and prohibited from working as a technician.

Top Compliance Violations

This list reflects the most commonly observed pharmacy technician compliance violations and does not include all possible violations (*the list is not ranked in any specific order*):

1. **Working with an expired or suspended technician registration:** This commonly occurs with technicians who fail to renew or who have been suspended for failing to pay state taxes but continue working. Your pharmacy technician registration expires on May 31st each year. You may not work after May 31st unless your registration has been renewed by the Board.
2. **Dispensing errors:** The Board continues to see errors with technicians selling a prescription to the wrong patient. In most cases, the technician was either moving too quickly or dispensed the prescription without verifying that the name on the label matched the patient. Dispensing errors can cause serious medical consequences and may result in confidential information being released to the wrong patient, which violates HIPAA. Slow down and pay attention- patients are depending on you!
3. **Patient counseling:** Technicians cannot counsel patients under any circumstances. This includes recommending or advising patients on over-the-counter medication, answering questions about side-effects, or telling patients how medication should be administered or used. Pharmacy technicians may read *written* communication if approved by a pharmacist, however, technicians must read exactly what's printed and cannot comment, advise or interpret the material under any circumstances.
4. **Stealing or diverting medication:** Taking or using prescription medication without a valid prescription is a state and federal crime that could result in incarceration, as well as disciplinary action by the Board.
5. **Fraud & Theft:** Your technician registration can be disciplined for fraud or stealing from your employer- even if the activity is unrelated to the pharmacy. This includes taking food or merchandise without paying, or using gift cards, store rewards or coupons in violation of pharmacy policy (*this list is not exhaustive*).
6. **Not offering patient counseling when prescriptions are dispensed to the patient:** Patient counseling must be offered every time a prescription is dispensed (new or refill). Patients should be clearly asked if they would like to talk with a pharmacist. Broad questions like, "Do you need anything else?" or "Any questions?" may confuse the patient and lead to patients declining counseling unintentionally.
7. **Testing positive on an employer drug screen without a valid prescription or refusing to take an employer drug test without sufficient cause.**

8. **Criminal convictions:** Disciplinary action may be taken by the Board for criminal convictions received before or after you are registered. This includes crimes that are not drug related (e.g., DUIs, theft, shoplifting, assault).

What If I Have Criminal Charges?

The Board may deny or discipline a technician registration if:

(2) The person has been finally adjudicated and found guilty, or entered a plea of guilty or nolo contendere, in a criminal prosecution under the laws of any state or of the United States, for any offense reasonably related to the qualifications, functions or duties of any profession licensed or regulated under this chapter, for any offense an essential element of which is fraud, dishonesty or an act of violence, or for any offense involving moral turpitude, whether or not sentence is imposed. [§ 338.055.2\(2\)](#)

The crime/charge does not have to be drug or alcohol related.

A criminal charge does not mean that you will automatically be denied or disciplined. The Board reviews each application and criminal history report on a case-by-case basis. The Board looks at a variety of factors, including, but not limited to:

- The nature and seriousness of the crime
- The length of time since the crime occurred
- If probation or other criminal punishment was successfully completed
- The relationship of the crime to pharmacy practice, and
- Any evidence of rehabilitation or treatment since the conviction

If you have a criminal charge, you should provide a full description of the circumstances surrounding the offense as well as any information that shows why you should be licensed. This could include information regarding your activities since the conviction, such as any educational achievements, extracurricular activities, related job history or any rehabilitation, therapy or support group attendance (e.g., NA, AA, Al-Anon, etc.)

You must provide full and accurate information about your criminal history on a new or renewal application. The Board has denied and disciplined technicians for not being truthful about their criminal history.

Important Information About SIS and SES Charges

Under [§ 338.055](#), the Board may deny an application or discipline a technician even if the technician received a Suspended Imposition of Sentence (“SIS”) or a Suspended Execution of Sentence (“SES”).

The Board asks about criminal history on both new and renewal applications. An attorney may advise you that you do not have to report or disclose SIS or SES information. However, the Board has access to both SIS and SES records. **You must answer “yes” to a criminal history question even if you received an SIS or SES.**

Additional Information About Drug Charges

Under state and federal law, your employer may be required to obtain an employment waiver if you have been convicted of certain controlled substance related crimes.

Specifically, a waiver is required from the federal Drug Enforcement Administration (DEA) if you have a felony controlled substance related conviction. A waiver from the Missouri Bureau of Narcotics and Dangerous Drugs (BNDD) is required if you've been convicted of any felony **or** misdemeanor controlled substance charges. You may not work as a pharmacy technician without a required waiver.

Current technicians and new technician applicants with controlled substance related convictions/charges should consult with your legal counsel. **Even if your registration is issued by the Board or the Board votes not to impose discipline, you may not be able to work as a pharmacy technician without a state/federal waiver.**

Questions about obtaining a BNDD or DEA waiver should be addressed to:

Missouri Bureau of Narcotics and Dangerous Drugs (BNDD)

P.O. Box 570, Jefferson City, MO 65109 (573) 751-6321

bndd@health.mo.gov

U.S. Drug Enforcement Administration (DEA)

7600 College Blvd., Suite 100, Overland Park, KS 66210 (913) 951-4100

or

317 South 16th Street, St. Louis, MO 63103

(314) 538-4600 or (888) 803-1179

Important Tax Information (HB 600)

All persons and business entities licensed with the Missouri Division of Professional Registration are required to have paid state taxes and to have filed all necessary state income tax returns for the preceding three years. If you have failed to pay your taxes or file a Missouri tax return, your registration will be subject to suspension within 90 days of being notified by the Missouri Department of Revenue of any delinquency or failure to file.

If you are suspended, you are prohibited from working as a pharmacy technician until you submit a tax compliance letter to the Board from the Department of Revenue showing that you have made arrangements with the Department of Revenue or showing that your outstanding taxes have been paid. **The Board cannot answer tax compliance questions.** Instead, tax questions must be submitted to the Missouri Department of Revenue at (573) 751-7200 or by e-mailing income@dor.mo.gov.

Additional Compliance Resources

In addition to this Guide, the Board has also published a Missouri Pharmacy Practice Guide which contains detailed information on Missouri compliance requirements. the Board has also published an online [Technician Quiz](#) that can be used to test your knowledge of Missouri's technician requirements.

The free online quiz can be taken anonymously and can help assess a technician's understanding of Missouri law.

Additionally, the Board periodically hosts compliance webinars for pharmacy technicians along with general compliance webinars that are also open to pharmacy technicians. Visit the Board's website to sign up for the Board's [e-alerts](#) for license and regulatory updates and upcoming webinar dates. Recordings of previous compliance webinars are available online at: <https://pr.mo.gov/pharmacists-publications-resources.asp#videos>.

Questions?

General/Licensing Questions:

- (573) 751-0091
- technician@pr.mo.gov (e-mail is preferred and may get a faster response due to call volume)

Compliance Questions:

- (573) 751-9056
- compliance@pr.mo.gov (e-mail is preferred and may get a faster response due to call volume)